Strategic Placemat – Our Top Priorities for FY23
Office of Administration

FY23 – updated 11/16/2022

VISION	*Excellent customer service, every time.*

FOCUS AREAS	**Team Member Focus** Recognize superior performance, provide opportunities for growth and engage our team members	**Customer Focus** Provide quality solutions to enable our partner agencies to deliver impact to their customers	**Culture of Excellence** Improve how we work by using standardized tools and training while promoting a culture of continuous improvement	**Technology Solutions** Looking to the future, implement technology that will improve how we work and provide a better customer and team experience

STRATEGIC INITIATIVES

Team Member Focus	Customer Focus	Culture of Excellence	Technology Solutions
1A. Increase Focus on Quarterly Pulse Survey Data: Use QPS data to unite around a shared vision, improve culture, and implement solutions. (Melody Reichel - OA)	**2A. Applications Assessment and Planning:** Complete an assessment of ITSD supported software applications to create a multi-year strategic roadmap. (Paula Peters - ITSD)	**3A. Onboarding:** Design a framework so OA new hires have the best employee onboarding experience their first 90 days. (Dawn Sweazea - DOP)	**4A. ERP Preparation:** Improve the quality of data stored in the State's accounting system to ensure effective implementation of new ERP system. (Stacy Neal - Accounting)
1B. Compensation Strategy: Develop training on compensation best practices and propose legislation for annual salary adjustments. (Kim Reynolds - DOP)	**2B. Customer Experience Feedback Tool:** Develop and pilot a measurement system and process to gauge and respond to customer experiences with the State of Missouri. (Rebecca Moyers – GS)	**3B. Call Center Optimization:** Convene a cross departmental call center working group to optimize data dashboards and call center practices. (Melody Reichel - OA)	**4B. Establish Enterprise Architecture (EA) standards:** Design a new technology foundation to support enhanced user experience for citizens and team members. (Keith Huhn – ITSD)
1C. Professional and Leadership Development Award (PLDA): Develop and implement a $7 million dollar statewide program to reward and support the top 10% team members to grow in their career to better serve customers. (Alyssa Bish – DOP)		**3C. D&I Journey:** Implement plans for the coming year that focus on creating a resilient workforce and strengthens our communities through increasing diversity and inclusion in OA. (Danielle Briot - OEO)	**4C. Identity and Assess Management (IAM):** Implement IAM technology that will include single sign-on, multi-factor authentication, on and off boarding workflow, monitoring and compliance for all Active Directory agencies. (Jim Garrett – ITSD)
		3D. FMDC Apprenticeship Program: Examine the viability; develop and implement an FMDC apprenticeship program to address the needs in skilled trades talent development. (Brenda Verslues - FMDC)	

Directly tied to Quarterly Pulse Survey (QPS) Results